



## NEW HAMPSHIRE JUDICIAL BRANCH FREQUENTLY ASKED QUESTIONS

### 1. General Information

#### Q: How to use this program?

A: Click the **TUTORIAL** button on the upper right corner of the Welcome Screen to learn more about how to use this program.

#### Have any questions about the topic?

- Read the FAQs (Frequently Asked Questions) in the green **Question?** box on the right side of the screen. Click on the question to learn more about that topic.

#### Ready for the next question?

- Click the **NEXT** button at the bottom of each page. If you click on the page link without clicking the **NEXT** button, the program will **NOT** save your information.

#### Want to view a page you've already filled out?

- Click on the page link on the left side of screen or the Section links at the top of the screen.

#### Want to take a break?

- Click on the **Save/Retrieve** link in the upper right corner. You won't lose your information, and you can protect your information with a password.
  - **NOTE:** If you stay on the same page for more than 30 minutes, without selecting the **Save/Retrieve** option, your information will be lost.
  - Some Internet Service Providers (ISP) drop your connection if you stop typing for more than a few minutes. If this is happening to you, check with your ISP for more information.

#### Q: What documents are open to the public?

A: Any document filed with the court is open to the public unless the entire case is confidential or the document has been deemed confidential or the case has been sealed by court order.

#### Q: How does Save/Retrieve work?

A: The Save/Retrieve button allows you to save your answers for reference or for future changes. You can return to this website as often as you like and retrieve the file that contains your answers.

- **NOTE:** Save your work often. Your work is not saved **automatically**. If you do not answer all the questions your information will be lost after a period of time.

## 2. Getting Started

**Q: Can I submit documents for filing immediately after I have created a username and password?**

A: Yes.

**Q: What should I do if my username or password becomes compromised?**

A: Change your username and password by clicking on the “Login” link (upper right side of page). If you believe that your credentials have been used inappropriately, please contact the NH Judicial Branch at 1-855-212-1234.

**Q: What is the process for filing a document electronically?**

A: This is a summary of the steps you will need to take.

1. Log into your account.
2. Complete the questionnaire.
3. Review and submit your filing.
  - You will receive an email confirming your submission was received by the court.
  - **NOTE:** The e-Filing system will perform various checks to ensure that your submission complies with the Terms and Conditions of this Website

**Q: Where can I find instructions for using TurboCourt?**

A: There are several places to find instructions:

1. Most pages have FAQ boxes for the topics covered on that page. You can find the box on the right side of the page in green font.
2. A tutorial is available on most pages. You can find this below the FAQ box and on the upper right corner of the page.
3. There is additional information in the “info” link on the top right portion of the page and in the “i” symbols on the page.

## 3. Registration Information

**Q: How do I register to e-File?**

A: Click Register and complete the contact information and account information screens.

**Q: If I am unable to register, what do I do?**

A: In order to submit your registration information, you need to review the terms and conditions by clicking on the link at the bottom of “step 2 Account Details” and check the box next to “I agree to the terms and conditions in the User Agreement.”

If you click on the “I agree...” box and still are unable to register, contact the NH Judicial Branch at 1-855-212-1234.

**Q: What do I do if I forgot my username and password?**

A: You can obtain your username and reset your password by clicking on the “Login” link (upper right side of the page). Then select “Forgot your password? Click here.” Next, enter the e-mail address that you provided when you registered for e-Filing. Click on the “Next” button. Answer the security question that you setup during registration then click on the “Next” button. An email will be sent to you containing your username and instructions on how to reset your password. Your username and password will not expire.

- **REMEMBER:** Your password is case-sensitive. You may want to try your password again before resetting it.

**Q: How do I update my contact information and/or change my user name and password?**

A: You may update your information or change your username and password after logging in by clicking on the “My profile” link on the left side of the page.

#### **4. Document Submission Information**

**Q: What are the required filing fees?**

A: For a list of filing fees for documents filed in the New Hampshire Circuit Court, click on the “Check Your Fees” section in the application.

**Q: How can I pay the fees online?**

A: New Hampshire TurboCourt accepts MasterCard, Visa and Discover.

**Q: When will my document be considered filed?**

A: In most instances, your file date is the date you submit your document, pay any fee that is due and receive a confirmation from the e-filing system that your document was received. If that all happens before 11:59:59 PM on a particular date, that is your filing date. There are exceptions to this which are explained in the Electronic Filing Rules.

**Q: What type of cases can I e-File?**

A: At this time, you may file new small claims cases in the district division. For a list of court locations accepting e-filed cases, please see <http://www.courts.state.nh.us/nh-e-court-project/electronic-services.htm>

NOTE: E-Filing is only available in new small claims cases. It is not available in small claims cases that started in a paper format before e-Filing began at each individual court.

#### **5. Clerk’s Office Procedural Information**

**Q: How will I know if my document is accepted or rejected for filing by the Clerk’s Office?**

A: If you chose to receive email notification upon registration, you will receive an email sent to your registered email address that will tell you whether your document has been accepted for filing. If the document has been rejected, the email will state the reason(s) for rejection. You may also check for messages by signing into TurboCourt and by clicking on the Form Set Number for the submission name of the document you submitted for filing.

#### **6. Technical or Other Information**

**Q: What are the system requirements for electronic filing?**

A: <http://www.courts.state.nh.us/nh-e-court-project/docs/TurboCourt-System-Req.pdf>

**Q: What are the required document format and attachment requirements?**

A: <http://www.courts.state.nh.us/nh-e-court-project/docs/TurboCourt-doc-attach.pdf>

**Q: What if I have additional questions?**

A: You may contact the NH Judicial Branch at 1-855-212-1234.